



O*NET OnLine

Details Report for: 29-2052.00 - Pharmacy Technicians

Updated 2010

Bright Outlook

Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications.

Sample of reported job titles: Pharmacy Technician, Certified Pharmacy Technician (CPhT), IV Certified Pharmacy Technician, Pharmaceutical Care Associate

View report: **Summary** **Details** **Custom**

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Tasks [Save Table \(XLS/CSV\)](#)

Importance	Category	Task
94	Core	Receive written prescription or refill requests and verify that information is complete and accurate.
93	Core	Establish and maintain patient profiles, including lists of medications taken by individual patients.
91	Core	Maintain proper storage and security conditions for drugs.
91	Core	Answer telephones, responding to questions or requests.
91	Core	Prepack bulk medicines, fill bottles with prescribed medications, and type and affix labels.
88	Core	Mix pharmaceutical preparations according to written prescriptions.
88	Core	Clean, and help maintain, equipment and work areas, and sterilize glassware according to prescribed methods.
87	Core	Price and file prescriptions that have been filled.
84	Core	Assist customers by answering simple questions, locating items or referring them to the pharmacist for medication information.
84	Core	Receive and store incoming supplies, verify quantities against invoices, check for outdated medications in current inventory, and inform supervisors of stock needs and shortages.
83	Core	Order, label, and count stock of medications, chemicals, and supplies, and enter inventory data into computer.
80	Core	Operate cash registers to accept payment from customers.

95	Supplemental	Transfer medication from vials to the appropriate number of sterile, disposable syringes, using aseptic techniques.
93	Supplemental	Supply and monitor robotic machines that dispense medicine into containers, and label the containers.
87	Supplemental	Prepare and process medical insurance claim forms and records.
83	Supplemental	Deliver medications and pharmaceutical supplies to patients, nursing stations or surgery.
82	Supplemental	Compute charges for medication and equipment dispensed to hospital patients, and enter data in computer.
78	Supplemental	Restock intravenous (IV) supplies and add measured drugs or nutrients to IV solutions under sterile conditions to prepare IV packs for various uses such as chemotherapy medication.
66	Supplemental	Price stock and mark items for sale.
59	Supplemental	Maintain and merchandise home health-care products and services.

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Tools & Technology [Save Table \(XLS/CSV\)](#)

Tools used in this occupation:

Benchtop centrifuges — Centrifuges

Filling or sealing auger dose machines — Automatic unit dose strip packaging machines; Tube filling and crimping machines

Fume hoods or cupboards — Horizontal and vertical flow hoods

Gas burners — Bunsen burners

Laboratory balances — Equal-arm balances; Single-beam balances; Torsion balances; Unequal-arm balances ([see all 5 examples](#))

Laboratory blenders or emulsifiers — Blending/agitating machines; Total Parenteral Nutrition TPN compounders

Laboratory mills — Benchtop colloid mills; Colloid mills; Grinding and shearing colloid mills

Laboratory washing machines — Flask washers

Laminar flow cabinets or stations — Laminar flow hoods

Medication or pill dispensers or accessories — Robotic dispensing systems

Pharmaceutical filters or ultra filters — Filtering devices

Sterile or aseptic processing or filling machines — Automatic bottle filling machines; Computer-based dispensing equipment; Semiautomatic sterile solution transferring devices

Tablet counters — Tablet counting machines

Technology used in this occupation:

Accounting software — Billing and reimbursement software

Data base user interface and query software — Database software; Drug compatibility software

Enterprise resource planning ERP software — Pharmacy management software

Inventory management software — Cardinal Health Pyxis CII Safe

Label making software — Label-making software

Medical software — Compounder software; Patient record maintenance software; Pharmaceutical software; Prescription processing software

Point of sale POS software

See all 40 T2 categories

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Knowledge [Save Table \(XLS/CSV\)](#)

Importance	Knowledge
88	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
68	Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
66	English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
59	Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
58	Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
56	Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
49	Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
44	Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
41	Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
41	Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
40	Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
38	Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production

techniques, and disposal methods.

- 37 **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 36 **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- 34 **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- 31 **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- 27 **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- 24 **Telecommunications** — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- 23 **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- 23 **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- 19 **Biology** — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
- 16 **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- 16 **Foreign Language** — Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.
- 15 **Physics** — Knowledge and prediction of physical principles, laws, their interrelationships, and applications to understanding fluid, material, and atmospheric dynamics, and mechanical, electrical, atomic and sub-atomic structures and processes.
- 13 **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- 12 **Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.
- 8 **Building and Construction** — Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- 8 **Geography** — Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- 8 **Philosophy and Theology** — Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs,

practices, and their impact on human culture.

- 8 ■ **Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- 2 ■ **History and Archeology** — Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures.
- 1 ■ **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.
- 0 ■ **Fine Arts** — Knowledge of the theory and techniques required to compose, produce, and perform works of music, dance, visual arts, drama, and sculpture.

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Skills [Save Table \(XLS/CSV\)](#)

Importance	Skill
66 ■■■■■■	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
63 ■■■■■■	Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
63 ■■■■■■	Speaking — Talking to others to convey information effectively.
60 ■■■■■■	Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
60 ■■■■■■	Service Orientation — Actively looking for ways to help people.
60 ■■■■■■	Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
53 ■■■■■■	Mathematics — Using mathematics to solve problems.
50 ■■■■■■	Coordination — Adjusting actions in relation to others' actions.
50 ■■■■■■	Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
50 ■■■■■■	Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
47 ■■■■■■	Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
47 ■■■■■■	Time Management — Managing one's own time and the time of others.
44 ■■■■■■	Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
44 ■■■■■■	Writing — Communicating effectively in writing as appropriate for the needs of the audience.
38 ■■■■■■	Instructing — Teaching others how to do something.
38 ■■■■■■	Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.
38 ■■■■■■	Persuasion — Persuading others to change their minds or behavior.
35 ■■■■■■	Learning Strategies — Selecting and using training/instructional methods and

procedures appropriate for the situation when learning or teaching new things.

35		Negotiation — Bringing others together and trying to reconcile differences.
35		Science — Using scientific rules and methods to solve problems.
31		Management of Financial Resources — Determining how money will be spent to get the work done, and accounting for these expenditures.
31		Management of Material Resources — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
31		Operation Monitoring — Watching gauges, dials, or other indicators to make sure a machine is working properly.
31		Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
31		Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
28		Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
22		Troubleshooting — Determining causes of operating errors and deciding what to do about it.
16		Operations Analysis — Analyzing needs and product requirements to create a design.
16		Programming — Writing computer programs for various purposes.
13		Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
13		Technology Design — Generating or adapting equipment and technology to serve user needs.
10		Operation and Control — Controlling operations of equipment or systems.
3		Equipment Selection — Determining the kind of tools and equipment needed to do a job.
0		Installation — Installing equipment, machines, wiring, or programs to meet specifications.
0		Repairing — Repairing machines or systems using the needed tools.

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Abilities [Save Table \(XLS/CSV\)](#)

Importance	Ability
75	Near Vision — The ability to see details at close range (within a few feet of the observer).
72	Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
69	Written Comprehension — The ability to read and understand information and ideas presented in writing.
66	Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

- 66 **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- 66 **Speech Recognition** — The ability to identify and understand the speech of another person.
- 63 **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- 63 **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- 60 **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- 60 **Speech Clarity** — The ability to speak clearly so others can understand you.
- 56 **Mathematical Reasoning** — The ability to choose the right mathematical methods or formulas to solve a problem.
- 56 **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
- 53 **Perceptual Speed** — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- 50 **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- 50 **Far Vision** — The ability to see details at a distance.
- 50 **Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- 50 **Flexibility of Closure** — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- 50 **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- 50 **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- 50 **Visual Color Discrimination** — The ability to match or detect differences between colors, including shades of color and brightness.
- 47 **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- 47 **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- 47 **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
- 41 **Auditory Attention** — The ability to focus on a single source of sound in the presence of other distracting sounds.
- 41 **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- 38 **Control Precision** — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

- 38 **Speed of Closure** — The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- 35 **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- 35 **Memorization** — The ability to remember information such as words, numbers, pictures, and procedures.
- 35 **Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- 31 **Hearing Sensitivity** — The ability to detect or tell the differences between sounds that vary in pitch and loudness.
- 31 **Originality** — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- 31 **Stamina** — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- 31 **Visualization** — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- 28 **Depth Perception** — The ability to judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.
- 28 **Extent Flexibility** — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- 28 **Gross Body Coordination** — The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.
- 28 **Speed of Limb Movement** — The ability to quickly move the arms and legs.
- 25 **Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- 22 **Dynamic Strength** — The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue.
- 19 **Gross Body Equilibrium** — The ability to keep or regain your body balance or stay upright when in an unstable position.
- 10 **Wrist-Finger Speed** — The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- 6 **Dynamic Flexibility** — The ability to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs.
- 6 **Reaction Time** — The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- 6 **Response Orientation** — The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- 3 **Explosive Strength** — The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object.
- 3 **Sound Localization** — The ability to tell the direction from which a sound originated.
- 0 **Glare Sensitivity** — The ability to see objects in the presence of glare or bright lighting.
- 0 **Night Vision** — The ability to see under low light conditions.

- 0 **Peripheral Vision** — The ability to see objects or movement of objects to one's side when the eyes are looking ahead.
- 0 **Rate Control** — The ability to time your movements or the movement of a piece of equipment in anticipation of changes in the speed and/or direction of a moving object or scene.
- 0 **Spatial Orientation** — The ability to know your location in relation to the environment or to know where other objects are in relation to you.

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Work Activities [Save Table \(XLS/CSV\)](#)

Importance	Work Activity
84	Processing Information — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. <ul style="list-style-type: none"> • compute financial data • measure, weigh, or count products or materials
83	Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources. <ul style="list-style-type: none"> • accept prescriptions for filling • obtain information from clients, customers, or patients
80	Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. <ul style="list-style-type: none"> • use computers to enter, access or retrieve data
75	Evaluating Information to Determine Compliance with Standards — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. <ul style="list-style-type: none"> • adhere to safety procedures • maintain established procedures concerning quality assurance • verify completeness or accuracy of data
73	Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. <ul style="list-style-type: none"> • distinguish colors • stock or organize goods • understand drug products • understand government health, hotel or food service regulations • understand properties or composition of drugs
73	Updating and Using Relevant Knowledge — Keeping up-to-date technically and applying new knowledge to your job. <ul style="list-style-type: none"> • follow safe waste disposal procedures • use clinical sterilizing technique • use health or sanitation standards • use interpersonal communication techniques • use knowledge of medical terminology • use knowledge of metric system • use quality assurance techniques • use sanitation practices in health care settings • use telephone communication techniques
70	Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

- 70 **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- 69 **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- 68 **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- 68 **Monitor Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- monitor production machinery/equipment operation to detect problems
- 67 **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- answer customer or public inquiries
 - collect payment
 - provide customer service
- 63 **Judging the Qualities of Things, Services, or People** — Assessing the value, importance, or quality of things or people.
- 62 **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- inventory medical supplies or instruments
 - inventory stock to ensure adequate supplies
 - label pharmaceutical supplies
 - maintain customer records
 - maintain dental or medical records
 - post medical insurance billings
- 61 **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- 61 **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- 60 **Inspecting Equipment, Structures, or Material** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
- 58 **Estimating the Quantifiable Characteristics of Products, Events, or Information** — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
- compound pharmaceuticals or medical preparations
- 57 **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
- interpret prescriptions
- 57 **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- 57 **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- 54 **Scheduling Work and Activities** — Scheduling events, programs, and activities, as well as the work of others.
- 53 **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- clean rooms or work areas

- deliver or obtain mail, messages, records, food or other items

- 51 **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- communicate technical information
- 51 **Performing Administrative Activities** — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- maintain records, reports, or files
 - process medical records
- 49 **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
- 48 **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- mix paint, ingredients, or chemicals, according to specifications
 - prepare sterile solutions, infusions, or intravenous packs
 - price merchandise
 - sterilize or clean laboratory or healthcare equipment
 - store pharmaceutical supplies or filled prescriptions
- 41 **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- 41 **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
- 39 **Developing Objectives and Strategies** — Establishing long-range objectives and specifying the strategies and actions to achieve them.
- 38 **Provide Consultation and Advice to Others** — Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.
- 38 **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
- 34 **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- 32 **Controlling Machines and Processes** — Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- use cash registers
 - use laboratory equipment
 - use precision measuring tools or equipment
- 28 **Selling or Influencing Others** — Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- sell merchandise
- 26 **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.
- dispense prescribed medications and pharmaceuticals
 - maintain record of medication or equipment dispensed to patient
 - order or purchase supplies, materials, or equipment
- 18 **Repairing and Maintaining Electronic Equipment** — Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.

- 15 **Staffing Organizational Units** — Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
- 11 **Operating Vehicles, Mechanized Devices, or Equipment** — Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.
- 10 **Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment** — Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.
- 9 **Repairing and Maintaining Mechanical Equipment** — Servicing, repairing, adjusting, and testing machines, devices, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.

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Work Context [Save Table \(XLS/CSV\)](#)

Context	Work Context
100	Telephone — How often do you have telephone conversations in this job?
97	Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?
97	Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?
95	Indoors, Environmentally Controlled — How often does this job require working indoors in environmentally controlled conditions?
91	Spend Time Standing — How much does this job require standing?
90	Work With Work Group or Team — How important is it to work with others in a group or team in this job?
89	Deal With External Customers — How important is it to work with external customers or the public in this job?
88	Physical Proximity — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?
87	Frequency of Decision Making — How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization?
85	Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?
84	Consequence of Error — How serious would the result usually be if the worker made a mistake that was not readily correctable?
82	Impact of Decisions on Co-workers or Company Results — How do the decisions an employee makes impact the results of co-workers, clients or the company?
81	Importance of Repeating Same Tasks — How important is repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping, to performing this job?
80	Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls — How much does this job require using your hands to handle, control, or feel objects, tools or controls?
78	

- Deal With Unpleasant or Angry People** — How frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?
- 78 **Structured versus Unstructured Work** — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?
- 77 **Coordinate or Lead Others** — How important is it to coordinate or lead others in accomplishing work activities in this job?
- 77 **Spend Time Walking and Running** — How much does this job require walking and running?
- 76 **Spend Time Making Repetitive Motions** — How much does this job require making repetitive motions?
- 76 **Time Pressure** — How often does this job require the worker to meet strict deadlines?
- 70 **Exposed to Disease or Infections** — How often does this job require exposure to disease/infections?
- 63 **Frequency of Conflict Situations** — How often are there conflict situations the employee has to face in this job?
- 59 **Responsibility for Outcomes and Results** — How responsible is the worker for work outcomes and results of other workers?
- 58 **Freedom to Make Decisions** — How much decision making freedom, without supervision, does the job offer?
- 56 **Letters and Memos** — How often does the job require written letters and memos?
- 54 **Responsible for Others' Health and Safety** — How much responsibility is there for the health and safety of others in this job?
- 48 **Exposed to Contaminants** — How often does this job require working exposed to contaminants (such as pollutants, gases, dust or odors)?
- 46 **Electronic Mail** — How often do you use electronic mail in this job?
- 46 **Level of Competition** — To what extent does this job require the worker to compete or to be aware of competitive pressures?
- 43 **Sounds, Noise Levels Are Distracting or Uncomfortable** — How often does this job require working exposed to sounds and noise levels that are distracting or uncomfortable?
- 40 **Duration of Typical Work Week** — Number of hours typically worked in one week.
- 34 **Degree of Automation** — How automated is the job?
- 32 **Spend Time Kneeling, Crouching, Stooping, or Crawling** — How much does this job require kneeling, crouching, stooping or crawling?
- 27 **Wear Common Protective or Safety Equipment such as Safety Shoes, Glasses, Gloves, Hearing Protection, Hard Hats, or Life Jackets** — How much does this job require wearing common protective or safety equipment such as safety shoes, glasses, gloves, hard hats or life jackets?
- 25 **Exposed to Minor Burns, Cuts, Bites, or Stings** — How often does this job require exposure to minor burns, cuts, bites, or stings?
- 25 **Spend Time Bending or Twisting the Body** — How much does this job require bending or twisting your body?
- 23 **Deal With Physically Aggressive People** — How frequently does this job require the worker to deal with physical aggression of violent individuals?
- 23 **In an Enclosed Vehicle or Equipment** — How often does this job require working in

a closed vehicle or equipment (e.g., car)?

- 20 **Wear Specialized Protective or Safety Equipment such as Breathing Apparatus, Safety Harness, Full Protection Suits, or Radiation Protection** — How much does this job require wearing specialized protective or safety equipment such as breathing apparatus, safety harness, full protection suits, or radiation protection?
- 19 **Exposed to Hazardous Conditions** — How often does this job require exposure to hazardous conditions?
- 19 **Spend Time Keeping or Regaining Balance** — How much does this job require keeping or regaining your balance?
- 15 **Spend Time Sitting** — How much does this job require sitting?
- 14 **Cramped Work Space, Awkward Positions** — How often does this job require working in cramped work spaces that requires getting into awkward positions?
- 14 **Extremely Bright or Inadequate Lighting** — How often does this job require working in extremely bright or inadequate lighting conditions?
- 14 **Pace Determined by Speed of Equipment** — How important is it to this job that the pace is determined by the speed of equipment or machinery? (This does not refer to keeping busy at all times on this job.)
- 7 **Exposed to Radiation** — How often does this job require exposure to radiation?
- 5 **Public Speaking** — How often do you have to perform public speaking in this job?
- 5 **Very Hot or Cold Temperatures** — How often does this job require working in very hot (above 90 F-degrees) or very cold (below 32 F-degrees) temperatures?
- 1 **Exposed to High Places** — How often does this job require exposure to high places?
- 1 **Indoors, Not Environmentally Controlled** — How often does this job require working indoors in non-controlled environmental conditions (e.g., warehouse without heat)?
- 1 **Spend Time Climbing Ladders, Scaffolds, or Poles** — How much does this job require climbing ladders, scaffolds, or poles?
- 1 **Work Schedules** — How regular are the work schedules for this job?
- 0 **Exposed to Hazardous Equipment** — How often does this job require exposure to hazardous equipment?
- 0 **Exposed to Whole Body Vibration** — How often does this job require exposure to whole body vibration (e.g., operate a jackhammer)?
- 0 **In an Open Vehicle or Equipment** — How often does this job require working in an open vehicle or equipment (e.g., tractor)?
- 0 **Outdoors, Exposed to Weather** — How often does this job require working outdoors, exposed to all weather conditions?
- 0 **Outdoors, Under Cover** — How often does this job require working outdoors, under cover (e.g., structure with roof but no walls)?

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Job Zone [Save Table \(XLS/CSV\)](#)

Title Job Zone Three: Medium Preparation Needed

Education Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.

Related Experience Previous work-related skill, knowledge, or experience is required for these

occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Job Training Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.

Job Zone Examples These occupations usually involve using communication and organizational skills to coordinate, supervise, manage, or train others to accomplish goals. Examples include food service managers, electricians, agricultural technicians, legal secretaries, interviewers, and insurance sales agents.

SVP Range (6.0 to < 7.0)

There are 5 recognized apprenticeable specialties associated with this occupation:

Pharmacist Assistant; Pharmacy Support Staff (Level I Pharmacy Service Associate); Pharmacy Support Staff (Level II Pharmacy Support Technician); Pharmacy Support Staff (Level III Lead Pharmacy Technician); Pharmacy Support Staff

To learn about specific apprenticeship opportunities, please consult the U.S. Department of Labor [State Apprenticeship Information](#) website.

For general information about apprenticeships, training, and partnerships with business, visit the U.S. Department of Labor [Office of Apprenticeship](#) website.

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Education

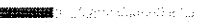
Percentage of Respondents	Education Level Required
77	Some college, no degree
16	High school diploma or equivalent
3	Less than high school diploma

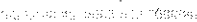
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Interests [Save Table \(XLS/CSV\)](#)

Occupational Interest	Interest
100	Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
67	Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
45	Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
33	Investigative — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for

















facts and figuring out problems mentally.

28  **Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

0  **Artistic** — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.

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Work Styles [Save Table \(XLS/CSV\)](#)

Importance	Work Style
86 	Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
83 	Integrity — Job requires being honest and ethical.
82 	Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
82 	Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
82 	Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
82 	Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
77 	Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
75 	Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
71 	Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
67 	Initiative — Job requires a willingness to take on responsibilities and challenges.
66 	Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
64 	Achievement/Effort — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
61 	Analytical Thinking — Job requires analyzing information and using logic to address work-related issues and problems.
60 	Persistence — Job requires persistence in the face of obstacles.
58 	Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction.
56 	Innovation — Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.

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Work Values [Save Table \(XLS/CSV\)](#)

Extent	Work Value
72	Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
67	Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
33	Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.
33	Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
33	Recognition — Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.
31	Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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Related Occupations [Save Table \(XLS/CSV\)](#)

29-2031.00	Cardiovascular Technologists and
29-2071.00	Medical Records and Health Information Technicians
29-2081.00	Opticians, Dispensing
31-9091.00	Dental Assistants
43-6013.00	Medical Secretaries
45-2021.00	Animal Breeders

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Wages & Employment Trends

National

Median wages (2009) \$13.49 hourly, \$28,070 annual

Employment (2008) 326,000 employees



Projected growth (2008-2018) ■■■■ Much faster than average (20% or higher)

Projected job openings (2008-2018) 182,000

Top industries (2008) [Retail Trade](#) (73% employed in this sector)
[Health Care and Social Assistance](#) (20%)
 (see all industries)

State & National






Source: Bureau of Labor Statistics 2009 wage data  and 2008-2018 employment projections . "Projected growth" represents the estimated change in total employment over the projections period (2008-2018). "Projected job openings" represent openings due to growth and replacement.

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Sources of Additional Information

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Pharmacy technicians and aides](#) , Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2010-11 Edition*.
- [American Society of Health-System Pharmacists \(ASHP\)](#) , 7272 Wisconsin Ave., Bethesda, MD 20814. Phone: (301) 657-3000.
- [Pharmacy Technician Certification Board \(PTCB\)](#) , 2215 Constitution Ave. NW, Washington, DC 20037. Phone: (800) 363-8012.

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